



Figures 15 - 18 from RAND's report for HCFA, Developing Health Plan Performance Reports: Responding to the BBA (DRU-2122-HCFA), compare health plan scores to national best, national average, and market average.

Provided by RAND

Figure 15
Consumer Satisfaction

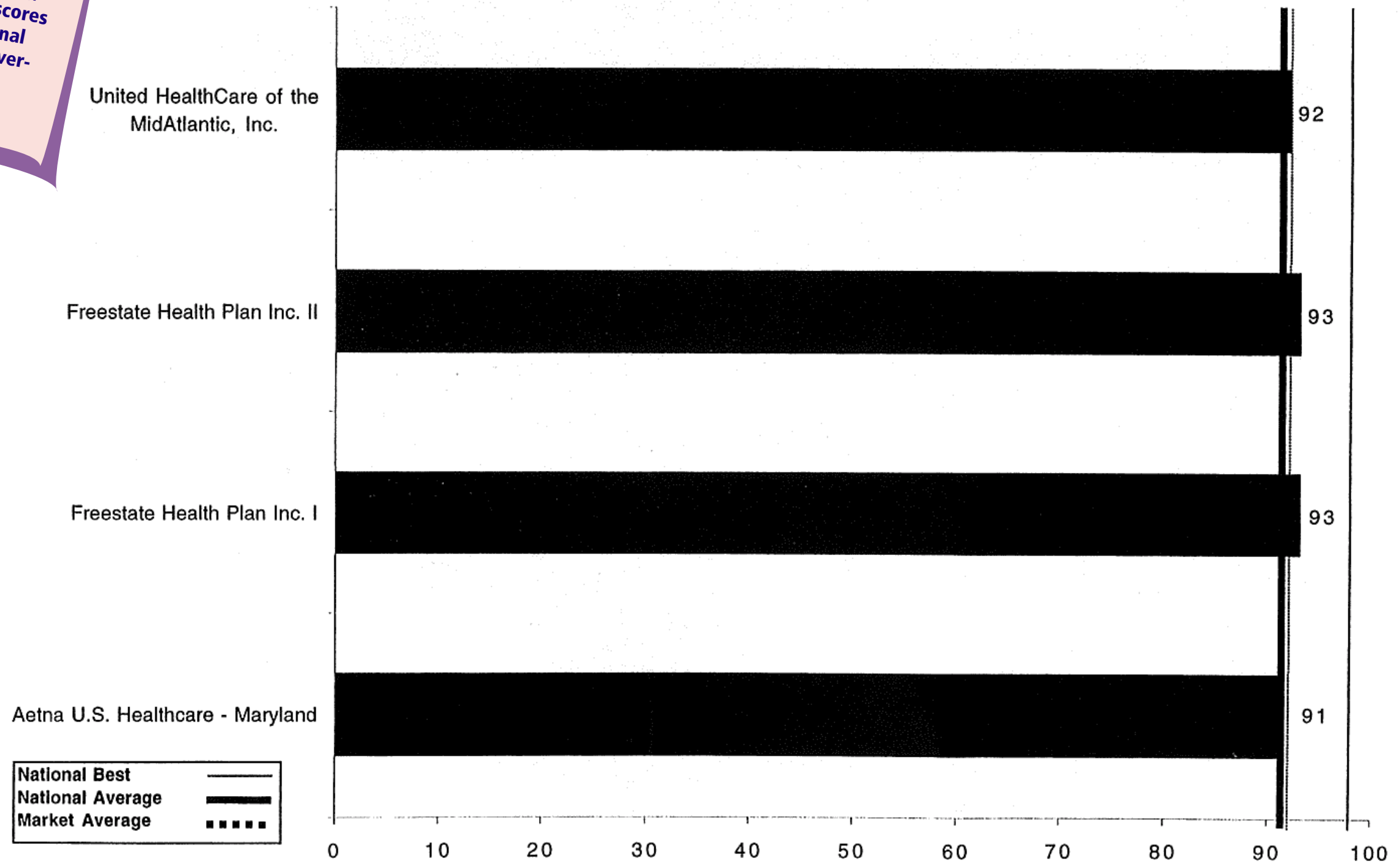


Figure 16
Access and Service

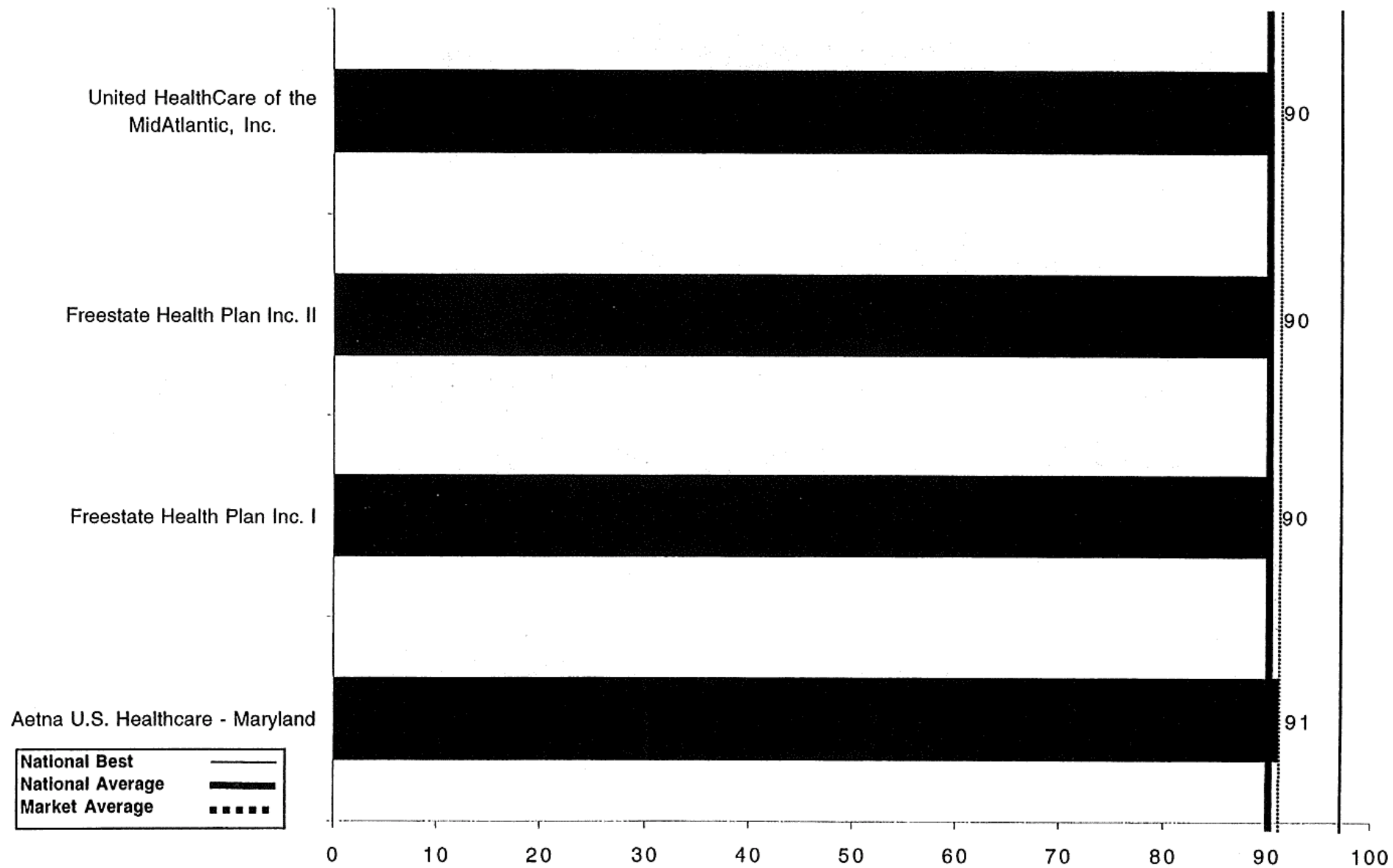


Figure 17
Staying Healthy

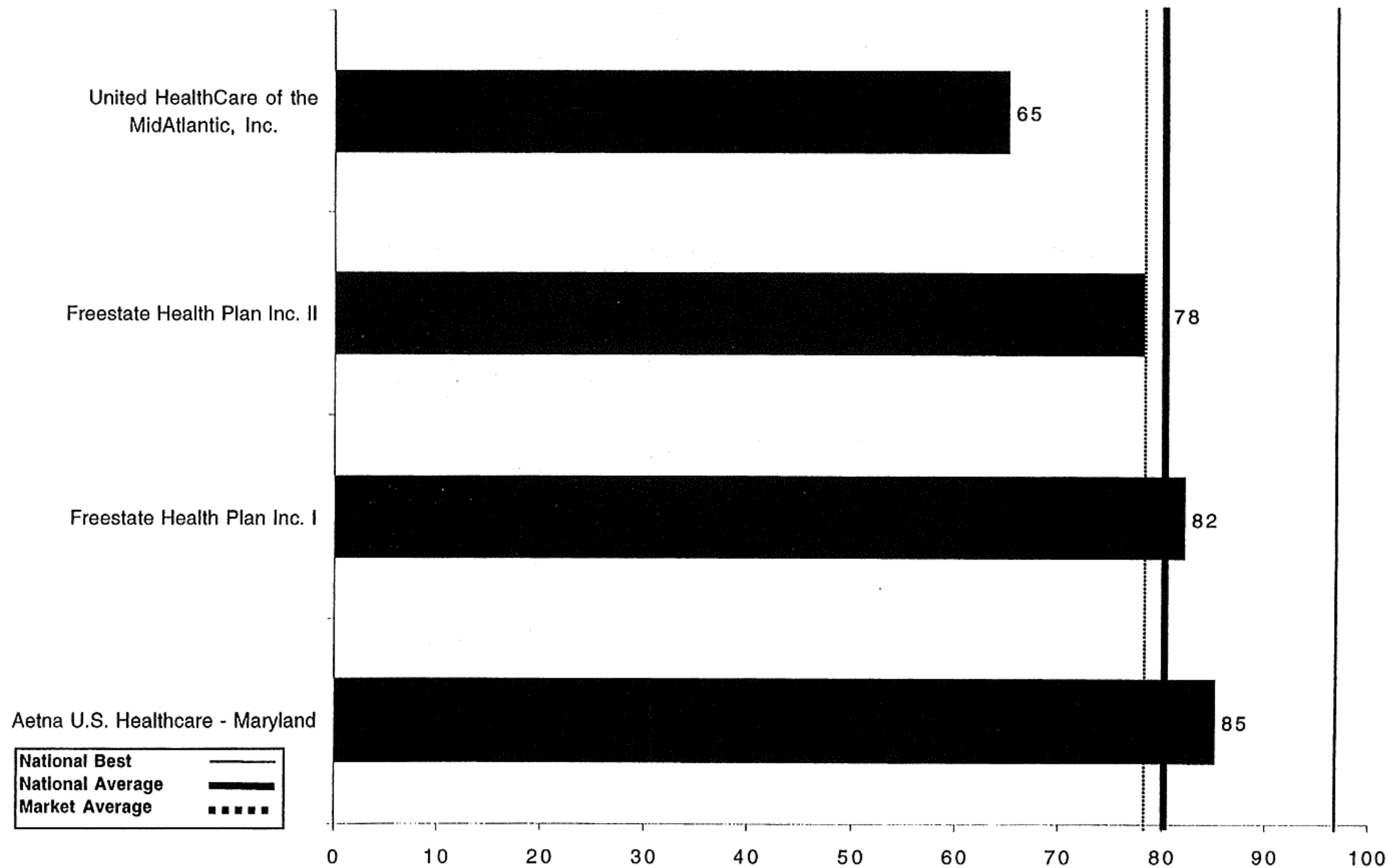




Figure 18
Getting Better/Living with Illness

